



Extremely important.

Essential : please read both sides before you unpack the bike.

Getting the bike on the road:

1. Read the unpacking instructions before you unpack the bike.
2. Adjust brakes and gears if needed as they may slip during transit. If you can't, take the bike to a bike shop and pay them to do so. Sorry - we cannot refund you as this is not a fault.
3. Check tyre pressures and pump if necessary. Pressures are indicated on the tyres.
4. Ensure correct pedals are fitted to correct sides, correctly fitted (please read our manual, pedal fitting is not conventional) and fully tightened with a 15mm spanner.
We will not replace pedals which fall off free of charge!
5. Charge up your battery. Charger light is red while charging, green when battery is full. Charge time varies from 1 to 10 hours depending on how big your battery is and how charged it was when it left us. Very first charge: leave on charge for a further 2 hours after charger light is green to fully tune the battery. There is no need to do this in the future.
Make sure the battery is switched on before you ride.
6. Separate your keys immediately. We do not keep copies.
7. If you can't prepare your bike, a bike shop will do this for you. Approximate fee: £45

Legalities:

1. Throttle: our Santana 2018, Krieger 2018, Karoo, Gallego, Rio MTB, Rio Fat Bike, Zephyr 2018, and Crusa are fitted with a European type throttle. You must pedal 1 to 2 seconds before you can use the throttle and pedal to keep up momentum.
All other bikes are fitted with a UK type throttle. This is not legal in Europe and its legal use is subject to debate in the UK, but is supplied due to demand. Unplug it if you don't want to use it.
2. Derestriction: do not try to change the display to make the bike go faster. This is illegal and will damage the bike. We will not replace, refund or repair free of charge a derestricted bike.

Common sense:

1. Off roading should be gentle. Slow right down over tree roots and very bumpy terrain.
2. If you must store your bike outside use a cover, otherwise the display will get condensation and will not work. We will not replace condensation affected displays free of charge,
3. Maintain the bike and keep it clean and as dry as possible – but under no circumstances use a pressure washer. Remove dried mud gently with a soft brush.
4. Ride your bike at least once a week throughout the year. We will not repair free of charge or replace batteries which have been out of use or uncharged for several months.

Battery safety:

1. Never store a battery fully charged long term. Always switch the charger off once the light has gone green. If stored indoors make sure the room has an external door or window.
2. Do not drop the battery, immerse in water, expose to extreme heat / cold or try to repair.
3. For safety reasons, be prepared to replace a battery within 3 years. Dispose immediately if the battery develops a bulge in its casing – it may be dangerous.



Expectations:

1. Pedal as much as possible. Using just the throttle will deplete your battery very quickly.
2. You must pedal hard when hill climbing. Electric bikes are not motor bikes!
3. Your battery will run down over the months so you will achieve less and less mileage.
4. Cold weather: your bike will run much more slowly. Please be aware of this.

Technical support:

Response times are: 2 to 4 hours Tuesdays to Fridays, 4 to 8 hours Mondays and 2 to 3 days after Easter and Christmas. In high season (1st April to 30th September) delays may be longer.

Email: Andy@wooshbikes.co.uk or call (01702) 435566. Support is not available at weekends.

Help us: we may ask for photos or videos to illustrate your problem. Please make sure you can do so.

Faults:

A fault occurs at the point where the components of the bike were made – eg inside a motor – or as the result of poor assembly. To confirm a fault we must be able to reproduce your problem.

The following are not faults: minor scratches, missing or loose nuts, bolts and screws, loose spokes, flat or punctured tyres, flat batteries in headlights, chargers which fail, small missing items such as pedals or chargers. We will of course help but will not refund a bike for these issues.

Wear and tear issues are not faults: eg battery depletion, punctures, noisy motors, buckled or untrued wheels, brake and gear failures. We will not refund or repair free of charge.

Misuse (eg derestriction, riding on sand, carrying abnormal weights) accidental damage, vandalism: We will not refund or repair free of charge.

Repairs:

Faults within warranty: we will try to assist remotely but if not, will collect the bike, and provided we can reproduce the fault, will repair or replace the faulty part and return the bike back to you.

If a fault cannot be reproduced here we will have to charge you for collection and return (£125) and our investigation time (£30 per hour).

After the warranty period you must pay for collection and return (£125) labour charges and parts.

Refunds:

An unriden bike can be returned within 30 days. You must bear the return cost of this or pay us to collect the bike - £75 and a handling fee of £30. Further deductions will be made for poor repacking. A bike within the warranty period that has had a fault confirmed: we will refund in full.

A bike within warranty, no fault found: we can return the bike at your charge or refund you less deductions. The deductions will be our time to investigate (£30 per hour) less 30pence per mile less the collection fee (£75) if applicable.

A bike within the warranty period with wear and tear issues: we will refund less costs to put right wear and tear items, (£30 per hour labour charges and parts at cost) plus 30p per mile. If we collected the bike the collection fee (£75) will also be deducted.

We cannot refund overseas buyers for collection or return costs above standard UK mainland pricing.